

HANDOUT E

EXIT & FOLLOW-UP EXERCISES

EXIT SCENARIOS

Directions

Read the scenarios. Discuss with your partner or group the questions posed at the end of each scenario. Have at least one person take notes; you may volunteer or be asked to report out on your answers.

1. Tammy is a Dislocated Worker customer who was laid off from her job at an electronics factory where she worked for 25 years. She has few transferable skills and dropped out of high school in 12th grade. She participates in a WIA-funded GED course and attains her GED. She also participates in job search and resume-writing workshops and decides she doesn't need any other services and wants to just find a job. *Do you exit her now? Why or why not? If you don't exit her, what should you do?*
2. Maria is an Adult customer who is using her ITA to attend massage therapy school. She will graduate in a week. She has applied to take her certification exam two weeks after graduation, and, if she passes, she will have to wait 30 days after that for the certificate to come in the mail. After she gets her certification, she plans to set up her own private practice from her home. *When would you exit her from the Adult program? When and for which measures is it important to follow up with her after exit, and why? Is there anything else you could do that might improve performance?*

3. Rita is a Dislocated Worker who finished an ITA-funded office skills training program about three weeks ago. For the past month she has been trying to find a job but has been unsuccessful so far. She has not taken her office skills certification test yet (it wasn't included in the training and cost extra) and doesn't plan to unless she gets a job because she thinks its too expensive and she doesn't have much money. Today she calls you and tells you all of her potential employers say she doesn't have enough skills or experience. *When should you exit her? Why?*